

JOB DESCRIPTION

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| Job Title: | Innovation and Growth Services Lead | Grade: | SG8 |
| Department: | Greenwich Research and Enterprise (GRE) | Date of Job Evaluation: | March 2022 |
| Role reports to: | Enterprise Europe Network Project Manager | | |
| Direct Reports | | | |
| Indirect Reports: | | | |
| Other Key contacts: | | | |
| <p>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.</p> | | | |

PURPOSE OF ROLE:

- The role is a key business facing position supporting the team's delivery against the Innovate UK Covid-19 (C19) SME support package contract.
- The job holder will support the Project Manager in delivering C19 targets, by advising SMEs themselves, and also by monitoring delivery of C19 activity by team members to meet targets. This will include the need to ensure data is collected in the consortium CRM in a timely manner, and reports submitted to our funders.
- Specifically, to help SMEs to survive the immediate Covid-19 crisis, then to stabilise the business and position it to grow as conditions and markets recover.
- The role will support some of the most ambitious, high growth potential innovative SME's in England, Northern Ireland and Wales and help them to Survive, Stabilize and Grow in the next 12 months. In tandem, the role will also focus on helping companies to benefit from national and global opportunities so companies could become tomorrow's global success stories.
- The Innovation and Growth Services Lead will be of high calibre and capable of being a combination of coach, mentor, critical friend, and champion to this exceedingly demanding group of client companies. It is mandatory to have some experience of supporting and advising SMEs and their senior management teams at various stages of the business life cycle, also experience of leading and monitoring projects.

KEY ACCOUNTABILITIES:

Team Specific:

To support the Project Manager to deliver the Team's part of the Innovate UK Covid-19 SME support package contract, which will involve:

- Helping to ensure that advisers understand their part in the delivery of the services and are supported with regard to some day to day queries and issues (in collaboration with the Project Manager and admin lead).
- Identification of any challenges, and working with the Project Manager and advisers, to come up with solutions.
- Identification of any requirements for adviser training and helping to maintain a team skills matrix.
- Helping to ensure the required data and impact is collected from the delivery team in a timely manner so that reports can be submitted to the funders in a timely manner (in collaboration with the relevant admin staff).

Delivering C19 services:

- Assess and understand the specific needs of innovative SMEs and support them effectively. The key focus will be on helping companies to navigate successfully through the current COVID situation by providing them hands on support and endeavoring to bring them back on the path of continuous innovation and growth.
- To analyse the needs of the business and identify main challenges.
- To address short-term issues, stabilise the business and agree actions.
- To monitor and support businesses, managing innovation and plan for future growth.
- To support growth plans.
- To provide a combination of advice, coaching and mentoring, that will help our companies manage the issues and risks associated with their business, taking into account several external factors. This will include but not be limited to:
 - access to funding and finance,
 - mentoring around supply chains to make them ready for internationalisation,
 - training, including leadership, investment readiness and pitching to investors,
 - access to expert/ specialist resources,
 - access to infrastructure.
- To act as a credible strategic coach and mentor to client businesses to identify them and support them in developing a growth strategy and their own long term innovative operations and help them develop new markets making use of EEN, Innovate UK and other support. The range of clients will be diverse from small start-up SMEs to larger mid-sized businesses.
- Provide robust strategic advice to SMEs by establishing facts, weighing up pros and cons, examining consequences, and then deliver on the agreed action plans.
- To understand and communicate the key business issues affecting the profitability and growth of an enterprise, along with the factors leading to success in commercialising innovative ideas.
- Sufficient knowledge of the strategic choices, practical process and current issues (such as marketing, access to finance, intellectual property, business development, etc.) to be credible with clients.

- Create leads, convert and deliver services and advice to clients to meet individual and team targets.
- Making appropriate and required records on the relevant systems, reports and documentation to comply with Innovate UK requirements.
- Account manage a portfolio of clients and deliver bespoke support packages by working with companies one-to-one.

Generic:

- The job holder will be required to operate effectively with external organisations, GRE staff members and academic staff across the university, and colleagues in relevant offices. Travel to organisations within the SEE region and the UK will be required.

Core Requirements:

- Adhere to and promote the University’s policies on Equality, Diversity and Inclusion and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;
- Support and promote the University’s Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.

Additional Requirements:

- Undertake any other duties as requested by the [e.g. PVC, FOO etc.] or their line manager, commensurate with the grade.
- This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that Greenwich Research & Enterprise delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- As defined in the project plan

KEY RELATIONSHIPS (Internal & External):

- Internal – working with the University EEN Project Manager and other members of the team including the GRE Enterprise Development Managers.
- External – Innovate UK, Chambers of Commerce, local authorities and other business support providers within the Local Enterprise Partnership area.

| PERSON SPECIFICATION | |
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| Essential | Desirable |
| <p>Experience and Skills</p> <ul style="list-style-type: none"> • Experience of managing, planning and delivering projects against contracts. • Experience of preparing reports and presenting results to key stakeholders. | <p>Experience and Skills</p> <ul style="list-style-type: none"> • Knowledge/Experience of working in emerging markets. • Knowledge of other business disciplines that impact on business performance. |

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| <ul style="list-style-type: none"> • Innovation Management: experience of using innovation/strategic management tools within an SME/MNE environment. • Business acumen and enough experience to credibly mentor Senior Managers in development of differentiated business models. • Experience of helping service and manufacturing companies embrace innovation in their processes and business models. • Experience of leading workshops in developing and pivoting business models in response to changing market perceptions. • Application of ‘Lean start-up’ principles to ensure responsive and effective, dynamic business strategies for innovation fuelled growth (minimum viable product, business model pivoting etc.). • Able to help companies establish clear, impact driven measurable goals for their innovation strategy with alignment to the overall business growth strategy. • Internationalisation: exposure to International collaboration and strategic partnering (challenges/processes/region specific knowledge). • Have a global mindset and experience in the legal and operational aspects of doing business abroad. • Good financial, analytical, reasoning and decision-making skills. • From a risk perspective, ability to assess business plans, financial accounts and ancillary information, including personal assessment of potential borrowers. • Able to express ideas clearly, both verbally, face-to-face, by | <ul style="list-style-type: none"> • Knowledge and experience of issues under the Sustainability agenda, including Circular Economy, Energy Efficiency, Infrastructure etc. • Organisation & Culture (organisational structure, corporate culture & climate). • Innovation life cycle (idea management, process development, launch & continuous improvement). • Enabling factors (HR & Incentives, IT, Marketing) • Market validation and commercialisation of new ideas (incl. pricing strategy/model, distribution channels, access to funding & finance). • Experience of working with high growth companies. |
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telephone, and in written communications and actively listen to others logically and accurately.

- Able to accomplish the goal by efficiently establishing an appropriate course of action for self and others.
- Knowledge of change/transformation management.

- General knowledge of or specialism in one or more of the following areas:
 - Funding & Finance: Experience of raising finance either through IUK/European funding or through other financial vehicles (private investment).
 - Understanding P&L and balance sheets, concepts such as ROI, breakeven, cash-flow and working capital.
 - An understanding of equity finance and what investors are looking for in a company looking to raise finance.
 - Industrial: Experience working in/around an industrial environment.
 - Understanding of supply chain and various intermediaries involved.
 - Experience of being directly involved in new product or service development.

Qualifications

- Recognised project management training e.g. PRINCE-2.

Personal attributes

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| <ul style="list-style-type: none">• We are looking for people who can help us deliver the values of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity• Well-developed interpersonal skills• A good team member• Excellent self-management and organisation skills, including the ability to prioritise; and a task and goal-oriented approach.• Innovative approach to achieving project objectives.• Tact and diplomacy.• Energy, commitment and resilience. | |
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